

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, August 14, 2014 in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Chairman Tom Lund
Paula Laundrie, Craig Huxford, Carole Andrews, Susan Hyland, JoAnn Graschberger

Excused: John Van Dyck, Helen Smits, Bill Clancy

Also

Present: Jeremy Kral, Executive Director
Tim Schmitt, Finance Manager
Jenny Hoffman, Economic Support Services Administrator

1. Call Meeting to Order:

The meeting was called to order by Chairman Tom Lund at 5:15 pm.

2. Approve/Modify Agenda:

HYLAND/HUXFORD moved to approve the agenda.
The motion was passed unanimously.

3. Approve Minutes of July 10, 2014 Human Services Board Meeting:

GRASCHBERGER/LAUNDRIE moved to approve the minutes dated July 10, 2014.
The motion was passed unanimously.

4. Executive Director's Report

Executive Director Jeremy Kral presented and handed a written report to the board (attached).

Kral stated we sent in a request for regionalization certification for our Comprehensive Community Services (CCS) program in order to reduce our levy impact, as the state will cover at 100% when regionalized.

Q: Chairman Lund asked if we are still short on foster families.

A: Kral we are always looking to grow more in that area and can always use interested people to serve as foster families.

Q: Citizen Board Member Huxford asked if adding staff over the years has made a difference.

A: Kral that we have added staff over the last couple of years but the workload has kept increasing. Not only are we seeing a higher quantity of cases but we also are seeing cases with higher severity and complexity.

LAUNDRIE/ANDREWS moved to receive and place on file.
Motion was carried unanimously.

5. Update on Bay Lake Consortium.

Economic Support Services Administrator Jenny Hoffman reminded the board about the Bay Lake Consortium which includes Brown, Door, Marinette, Oconto and Shawano counties, with Brown serving as the lead county. There are 42,000 cases within the consortium and 25,000 cases just within Brown County. The consortium receives 2900 new requests each month. We have 6-10 Brown County staff who cover the call center and our partners also add staff to answer calls. We answer approximately 12,000 calls a month. Due to the Affordable Care Act, we had high volume and saw 41,000 calls come through the first quarter of this year.

Hoffman stated that Economic Support has a number of state performance standards to follow as per contract with DHS. These standards include payment accuracy, timeliness and call center metrics. We have consistently exceeded the performance measures.

Open enrollment starts November 15th and we anticipate a higher workload due to Medicaid and Badger Care Plus changes.

Q: Citizen Board Member Laundrie asked if there is a maximum income level to qualify for Obamacare.

A: Hoffman stated that any individual can go out to the marketplace and get insurance; you have to be under a certain income level to get tax subsidies. Kral stated he believed subsidies are available up to 400% of the federal poverty level.

Hoffman stated that Family Care roll-out, ES workers will need to get trained to determine eligibility as workloads will increase. Also, as of January 1st 2015, the state will be making the employment & training program mandatory for certain individuals, which will also increase our workload, but also bring in more revenue.

Q: Citizen Board Member Laundrie asked if we will take on volunteers for that program.

A: Hoffman stated that our ES unit will make referrals to the provider who runs the program and they may or may not be able to utilize volunteers.

Hoffman stated that our call center has also been receiving the majority of calls regarding Medicare questions since our name is first alphabetically in the DHS database. We are working with DHS to try to spread out the workload among other consortia.

HYLAND/ANDREWS moved to receive and place on file.
Motion was carried unanimously.

6. Financial Report

Finance Manager Tim Schmitt had submitted a written report with the board packet agenda.

ANDREWS/HUXFORD moved to receive and place on file.
Motion was carried unanimously.

7. Statistical Reports:

Please refer to the packet which includes this information.

8. Approval for New Non-Continuous Vendor:

Please refer to the packet which includes this information.

9. Request for New Vendor Contract:

Please refer to the packet which includes this information.

10. Other Matters:

Next Meeting: Thursday, September 11, 2014
5:15 p.m. – Sophie Beaumont Building, Board Room A

11. Adjourn Business Meeting:

ANDREWS/LAUNDRIE moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 5:45 p.m.

Respectfully Submitted,

Kara Navin
Recording Secretary

Brown County Human Services

Executive Director's Report to the Human Services Board

August 14, 2014

Good Evening Board Members:

This year we continue to see great demand for child protective services. Our personnel in that area are performing admirably to meet the challenge, and their dedication and professionalism are greatly appreciated.

The outpatient behavioral health area has completed two successful state reviews recently. Both the Comprehensive Community Services (CCS) program and the Community Support Program (CSP) were subject to normal renewal surveys in the past couple of months and both were recertified. In each case, we were presented with some items to focus on and refine, which we will do.

Overall utilization of the Community Treatment Center remains high. The Nicolet Psychiatric Center hospital has an average census this year of 11. The Bay Haven crisis stabilization facility has an annual average census of 6. Last year at this time, Bay Haven was in final planning stages and Nicolet averaged a census of 14. These figures illustrate that by creating Bay Haven, the net effect was to be able to deliver more services to consumers. On the average day, we are able to provide a residential care setting for approximately 20% more people in need. Revenues for Bay Haven are not as strong as budgeted based on lower than anticipated census in that area.

Our long term care unit is continuing to deliver case management services to frail elders and physically or developmentally disabled community members. We anticipate the announcement of our Family Care MCO or MCOs in the next few weeks, and at this point all signs are pointing toward a transition beginning in spring of 2015 but this is still highly fluid and subject to change.

As the board knows, economic support is one of the core functions of this department. The economic support unit serves by far the highest number of clients of any unit within our department, with caseload totals in the tens of thousands at any given time. The board will also recall that the 2011-2013 state biennial budget required counties to conduct economic support activities as a consortium, and that Brown County is the lead county of the Bay Lake Consortium with our partners in Door, Shawano, Oconto and Marinette Counties. The Bay Lake Consortium is consistently one of the statewide leaders in performance, in no small part due to the leadership of Jenny Hoffman, her team of supervisors, and the many outstanding, highly efficient economic support specialists working in our department.

Respectfully Submitted By:



Jeremy Kral
Executive Director